

Yarra Ranges: Transparency bridges Council and Citizens gap

The council aims to be transparent in its local governance, and this is reflected in its efforts to inform and involve all residents, regardless of their location within the municipality.

Paperless and straightforward solution

As one of Victoria's largest local councils, implementing Civica's meeting management system has provided significant benefits to all residents across the municipality. It has helped everybody in the community to access council meetings and opened meeting papers to a larger audience.

Sarah Candeland, Governance Coordinator, Yarra Ranges Council, stresses that the council has recognised that not everyone can attend in person, hence, the council implemented various ways for people to engage with our meetings. They can ask questions, submit contributions, and even present petitions in person or online, as our meetings are now live-streamed.

Mobile access for governance

The council has adopted the use of the Modern.Gov's mobile app, which gathered positive feedback. It has allowed our ratepayers to subscribe to individual committees

and receive information directly on their phones, even in remote locations with limited internet coverage. This ensures that individuals can stay updated and receive notifications on their phones.

Next Step to improve transparency

The Yarra Ranges Council is committed to transparency and responsiveness to the people they serve. They are looking to implement measures such as publishing details of conflicts of interest disclosed at meetings under each councillor profile and facilitating ePetitions submitted by the community.

They are also considering publishing their schedule of forthcoming business on the website so that residents can better understand when major plans and budgets will be released. These efforts will continue to serve the best interests of all residents.

- 1 | Increases people participation
- 2 | Provides easy access to information even in remote locations
- 3 | Improves transparency

Due to the semi-rural and urban nature of many areas in our municipality, internet coverage is sometimes limited, which is an issue. Consequently, there is still a demand for paper copies of our agendas. However, with Modern.Gov, we are now able to provide an itemised list of agenda items, allowing people to access specific information instead of having to download hundreds of pages of agendas and minutes. Additionally, we ensure sufficient time for accessing the documents by publishing them approximately seven days in advance.

Learn more:

civica.com/modern.gov

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